



Policy Manual

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Adopted by the Library Board 01-17-07

Public Library System

Accessibility

Policy Statement: The Scottsdale Public Library seeks to make its services, facilities, and programs accessible to all customers, including those who have disabilities.

Description:

1. Access to library facilities may include ADA parking spaces; automatic entrance doors that are wheelchair accessible; elevators for the multi-storied Civic Center Library; wheelchair-accessible restrooms, drinking fountains, brailled signage and public telephones; and external and/or drive up book drops at all library facilities.
2. Customers may request reasonable accommodations when independent use of library resources and collections proves to be challenging. Reasonable accommodations may include staff assistance for locating or retrieving library materials, on-line catalog searching, or other hands-on library assistance.
3. Assistive technology and mobility devices such as wheelchairs are available at the larger libraries and a motorized cart at Civic Center Library. Assistive devices such as large screen computer monitors with access to Microsoft Windows as well as magnifying glasses are available at all libraries. A print enlarging machine is available at Civic Center Library. Acquisition of other assistive technology will be considered upon request or as deemed necessary.
4. Alternate access to information may include large print books by mail; reference services by fax or email; home delivery service; remote access to the Library catalog, website, and electronic resources; sign language interpreters and assistive listening devices for library sponsored programs; radio reading services such as Sun Sounds at Mustang Library and talking book machines as loaned from the Arizona State Braille and Talking Book Library.
5. The Library makes print materials available in alternative formats such as large type, audio recording, and electronic formats.

Regulations:

1. Assistance animals are permitted in the library in accordance with the BEHAVIOR AND TRAINING STANDARDS FOR SERVICE ANIMALS posted guidelines.

Procedures:

1. **Home Delivery Service:** Refer to policy **CIR-8**.
2. **Large Print Books by Mail:** Refer to policy **CIR-9**.

3. **Sign Language Interpreters:** Customers attending programs who need a sign language interpreter must make a request 14 days in advance of the event by calling 480-312-2040 weekdays between the hours of 8 a.m. and 5 p.m.
4. **Large Screen Computer Monitors:** Reservations are available through the PC Reservations System on a first-come basis.
5. **Talking Book Machines:** As a sub-lending agency of the Arizona State Braille and Talking Book Library, the Scottsdale Public Library System provides applications for new service, replaces talking book machines, and aids residents of Scottsdale who wish to terminate this service.
6. **Radio Reading Service:** Sun Sounds is a radio receiver for the reading impaired that broadcasts newspapers, magazines, and educational information. This service is available at the Mustang Library. Customers interested in this service may request headphones and a programming schedule at the Mustang Library Information Desk.
7. **Audio Books:** A variety of audio books is available at all the Scottsdale Public Libraries. In addition, customers who have a library card, computer, and MP3 player may download digital audio book files from the Greater Phoenix Digital Library.
8. **Mobility Aids:** Mobility aids are available for use inside the library.
9. **TTY service:** Available by calling 480-312-6012.
10. **Assistance Animals:** If there is no identification displayed on the animal, library staff may only ask if the animal is a service animal being used because of a disability. The animal and owner must adhere to the posted guidance document to utilize the facility.
11. **Staff Assistance:** Signage will be posted at staffed service areas indicating that customers with disabilities in need may ask for staff assistance.
12. **Assistive Listening Devices:** Signs indicating the availability of assistive listening devices should be posted near programming locations. The devices should be stored in the vicinity and maintained in working order.



BEHAVIOR AND TRAINING STANDARDS FOR SERVICE ANIMALS

(As defined in A.R.S. §11-1024)

In order to assure the comfort and safety of people with disabilities and the general public, service animals that meet the standards listed below for behavior, training, cleanliness and public appropriateness are allowed to work in this facility when accompanied by the person for whose disability it was specifically trained.

PUBLIC APPROPRIATENESS:

- Animal has current vaccinations.
- Animal is clean, does not have a foul odor, and does not urinate or defecate in inappropriate locations.
- Animal's presence does not fundamentally alter the nature of the public place, goods, services, or activities provided.

BEHAVIOR:

- Animal does not annoy any member of the general public.
- Animal's conduct does not disrupt the normal course of business.
- Animal works without unnecessary vocalization.
- Animal shows no aggression toward people or other animals.
- Animal does not solicit or steal food or other items from the general public.
- Animal does not cause damage to property or injury to people.

TRAINING:

- Animal is specifically trained to do work or perform task(s) for the benefit of an individual with a disability.
- Animal obeys the commands of its handler and works calmly and quietly on a harness, leash or other tether.
- Animal has been specifically trained to perform its duties in public and is accustomed to being out in public.
- Animal must be able to lie quietly on the ground beside the handler without blocking aisles, doorways, etc.

These standards of behavior are necessary for a service animal to accompany and remain with a customer in this facility. The animal owner will be liable for any damage to person or property caused by the animal.

(Adapted from Assistance Dogs International,
<http://www.rootsworld.com/~cascgs/html/appendices.htm>)